

Welcome back! A note to remind you of MassHealth benefits for checkups.

MassHealth urges children, teens, and young adults to see their primary-care doctor or nurse for checkups, even when they are well. MassHealth pays for well-child checkups plus treatment services for members under 21 years old. Members can also go to a MassHealth primary-care doctor or nurse if they are sick or concerned about their health, even if it is not time for a regular checkup.

MassHealth recommends a complete physical exam and screenings at the following ages.

- 1 to 2 weeks
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- once a year between ages 2 and 20.

What happens during a checkup and why is it important?

During a checkup, your primary-care doctor or nurse does a full physical examination. This exam includes:

- checking your height, weight, vision, hearing, and dental health;
- screening for healthy nutrition and growth and development;
- checking for physical and behavioral-health (mental health and substance abuse) problems;
- doing any other needed lab tests based on your age or health condition;
- talking to you about any illnesses and operations you have had and any medications you take; and
- making sure your immunizations (shots) are up to date.

Your checkup is a good time to ask questions and get information and help about safety, preventing infections, and growth and development. You can also find out more about healthy food and what to expect at certain ages. And you can get help for behavioral-health problems and any other health concerns you may have. Small problems that are found early can be treated before they become big problems.

As a part of the checkup, your doctor or nurse will offer to use a screening tool to check your behavioral health. Screening tools are short questionnaires or checklists that a parent, teen, or young adult fills out, and then discusses with the doctor or nurse. Talking about the completed checklist will help you and your doctor or nurse decide if you need a follow-up assessment or treatment by a behavioral-health provider or other medical professional. If you decide to see a behavioral-health provider, your doctor or nurse can help you find one who is right for you. You don't need a referral to get these services. For more help in finding a behavioral-health provider, you can call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss). If you are enrolled in a managed-care-organization (MCO) plan, you can also call your MCO's customer-service department. The telephone number is in your member handbook.

Your doctor or nurse will also check your dental health. This is an important part of overall health. You should see a dentist every six months, starting no later than age three, and sooner if there are problems. You do not need a referral for an appointment with a MassHealth dentist. Dental screenings, cleanings, and fluoride treatment provided by a MassHealth dentist are also covered.

What if I need treatment after a checkup?

You and your doctor or nurse should talk about any treatment that you need after the checkup. Talk to your primary-care doctor or nurse, dentist, behavioral-health provider, other specialist, your MCO, or a MassHealth customer-service representative for help in getting these services. The MassHealth Customer Service number is noted below. You can find your health plan's phone number on your health-plan card.

MassHealth pays for the following treatment.

- **Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services for children, teens, and young adults under 21 years old in MassHealth Standard or CommonHealth.** MassHealth pays for all medically necessary services that are covered by federal Medicaid law, even if the services are not provided by MassHealth or your health plan. This coverage includes health care, diagnostic services, treatment, and other measures needed to correct or improve defects and physical and mental illnesses and conditions. When a primary-care doctor or nurse (or any other clinician) discovers a health condition, MassHealth pays for any medically necessary treatment covered under Medicaid law, if it is delivered by a provider who is qualified and willing to provide the service. A MassHealth-enrolled physician, nurse practitioner, or nurse midwife must support, in writing, the medical necessity of the service. You and your primary-care doctor or nurse can ask for help from MassHealth Customer Service or your health plan to find out what providers may be available to provide these services, and how to use out-of-network providers, if you need to.

Most of the time, services you need will be covered under your MassHealth coverage type. If the service is not already covered, the clinician or provider who will be delivering it can ask MassHealth or your health plan for prior authorization for the service. MassHealth or your health plan uses this process to decide if the service is medically necessary.

- **Preventive pediatric health-care screening and diagnosis (PPHSD) services for children, teens, and young adults under 21 years old in MassHealth Basic, Essential, Prenatal, or Family Assistance.** MassHealth pays for all medically necessary services that are covered under your coverage type. This means that when a primary-care doctor or nurse (or any other clinician) discovers a health condition, MassHealth pays for any medically necessary treatment that is included under your coverage type if it is prescribed by a qualified provider, and delivered by a provider who is qualified and willing to provide the service.

Call MassHealth Customer Service 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss) to:

- find out what services you or your child are eligible for;
- get help finding a health-care provider;
- get help making an appointment;
- get information about transportation services to get to a medical or dental appointment;

- learn more about other MassHealth-covered services, such as family-planning services;
- find out about other services, such as Food Stamps and Early Intervention;
- change doctors or health plans; and
- talk about any problems you have with services covered by MassHealth.

For information about the Women, Infants, and Children (WIC) Nutrition Program, which provides nutrition and health education, healthy food, and other services free of charge to pregnant and breastfeeding women and to infants and children under age five, call 1-800-WIC-1007 (TDD/TTY: 617-624-5992 for people with partial or total hearing loss).